



## System Firmware Update Instructions for Pioneer In-Dash AV Receivers

This firmware update applies only to the following models of Pioneer In-Dash AV Receivers sold in the United States and Canada. Installation on any other model could cause irreversible damage.

|                     |
|---------------------|
| <b>DMH-2000NEX</b>  |
| <b>DMH-W3000NEX</b> |
| <b>DMH-W3050NEX</b> |

### **IMPORTANT**

Please download and print these firmware update instructions before downloading and installing the firmware update. It is important that you complete all steps correctly and in the order described below.

Note: If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM - 11:30 AM and 12:30 PM - 4:00 PM (Pacific Time), excluding holidays, or by email through [parts.pioneerelectronics.com/contact](mailto:parts.pioneerelectronics.com/contact).

In order to perform this update, the following items are needed:

- Pioneer In-Dash AV receiver listed above.
- A USB storage device meeting the following requirements:
  - 2 GB or larger in capacity, formatted to FAT32
  - Blank (should not contain any files)

### **CAUTION**

- **DO NOT** turn your unit off or eject the USB storage device while the firmware is being updated.
- You can only update the firmware when the vehicle is stopped and the parking brake is engaged.

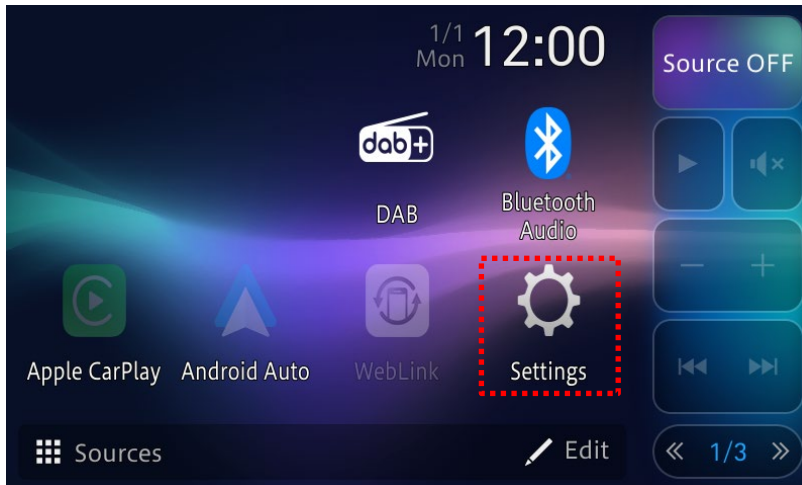
**WARNING:** Install this update only when the vehicle is **safely parked in an open, well-ventilated area, such as an outdoor parking lot**, where you can safely keep the engine running to maintain power to the battery. **NEVER RUN YOUR VEHICLE'S ENGINE IN AN ENCLOSED SPACE, WHICH CAN QUICKLY FILL UP WITH TOXIC CARBON MONOXIDE GAS, LEADING TO SERIOUS INJURY OR DEATH.**

## Checking the firmware version

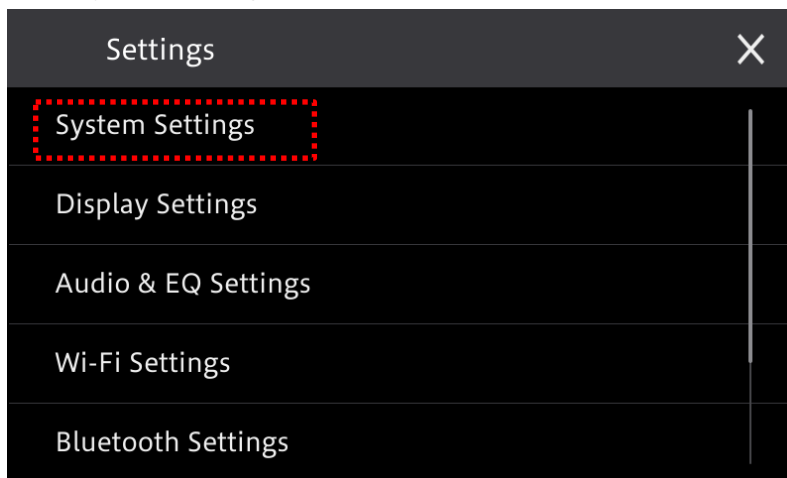
Check whether the firmware of your unit needs to be updated by checking the version number of the firmware.

### Procedure:

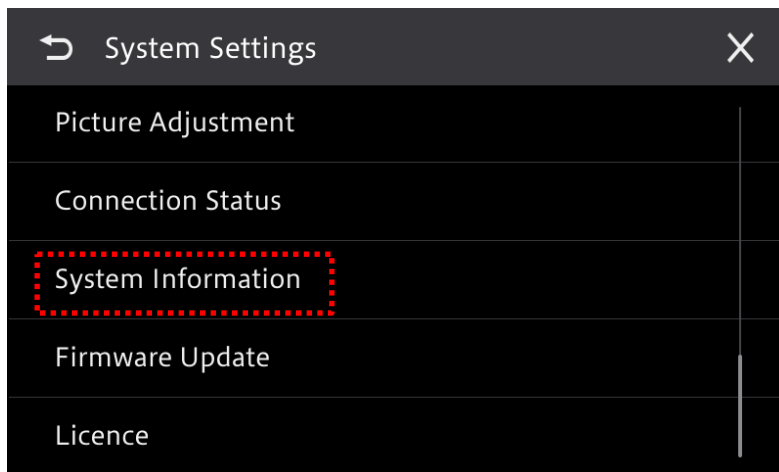
1. Touch the following key.



2. Touch [System Settings].



3. Scroll down the list and touch [System Information].



4. Check the current firmware version (SOC).

Note: the SOC version on your unit will depend on when you purchased it. The below image shows where to find the SOC.

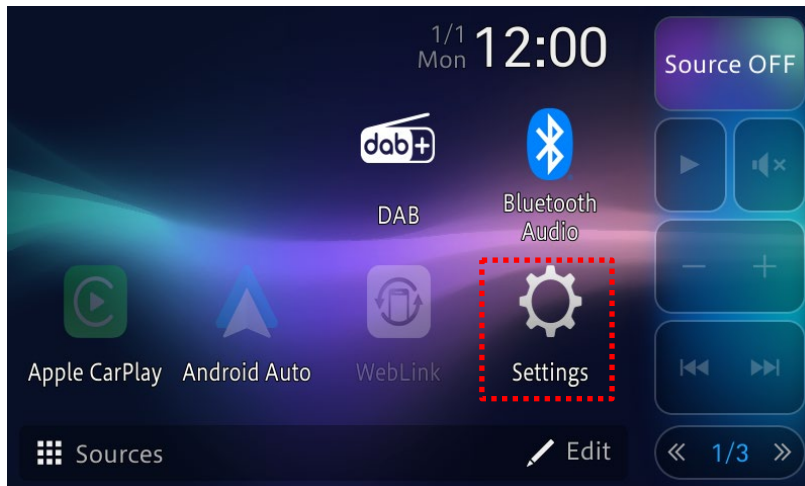


## Checking the Model name

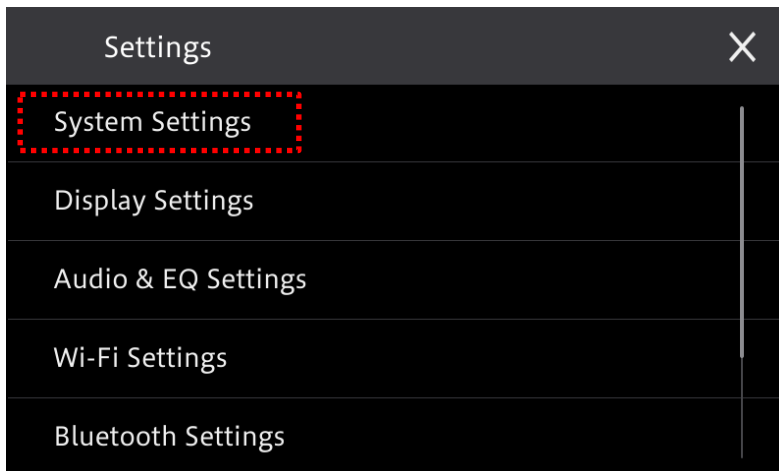
To check the model number of your receiver to determine which firmware update files you should download, perform the same procedure as in “Checking the firmware version.”

### Procedure:

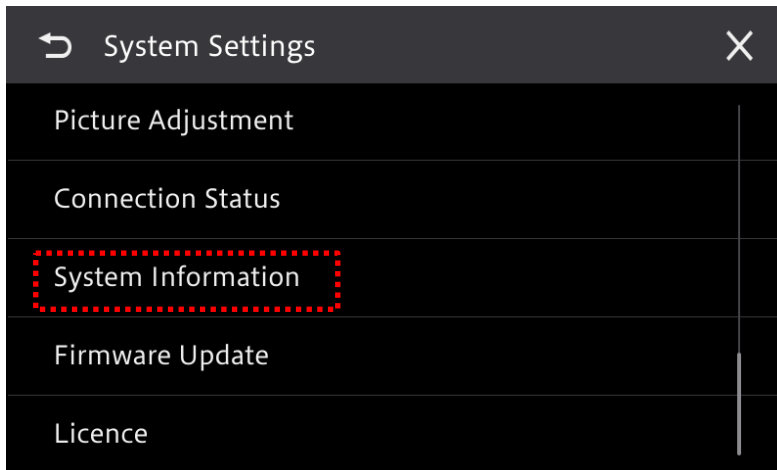
1. Touch the following key.



2. Touch [System Settings].

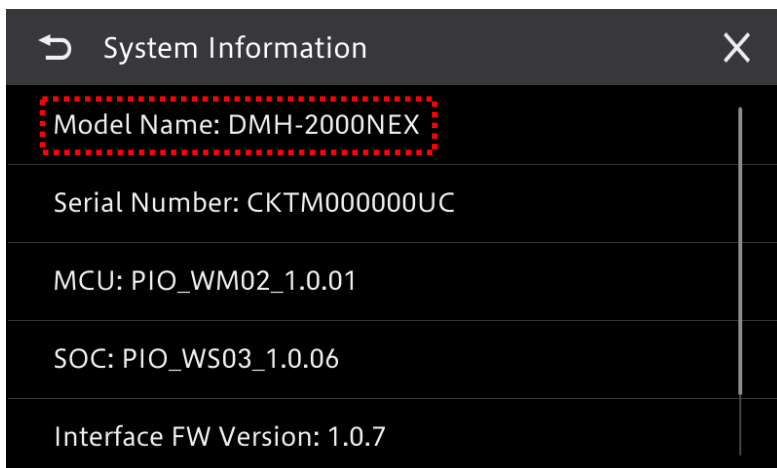


3. Scroll down the list and touch [System Information].



4. Check the Model Name.

Note: The Model Name depends on the receiver you purchased; the image below is only for reference purposes.



## Downloading the firmware update files from Pioneer's website

1. Download the firmware update files by clicking on the following link and find your product:

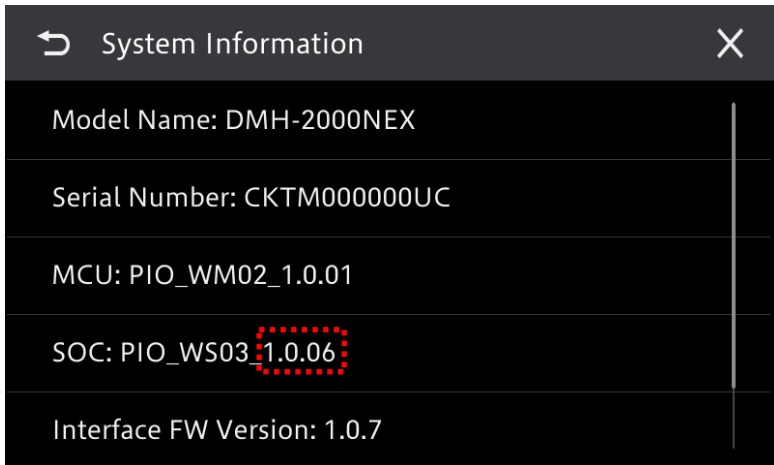
<https://usa.pioneer/pages/support>

2. Extract the download file.

The downloaded zip file will produce the following file when decompressed: (See the table below)

| Model Name   | Update is necessary when   | Extracted file Name                                 | Version                 |
|--------------|--|---|-------------------------|
| DMH-2000NEX  | The last 4 digits of the current SOC version are lower than "1.1.00" | update (folder)<br>- CUST_PIO.BIN<br>- CUST_PIO.md5 | SOC:PIO_WS0<br>3_1.1.00 |
| DMH-W3000NEX | The last 4 digits of the current SOC version are lower than "1.1.00" | update (folder)<br>- CUST_PIO.BIN<br>- CUST_PIO.md5 | SOC:PIO_WS0<br>2_1.1.00 |
| DMH-W3050NEX | The last 4 digits of the current SOC version are lower than "1.1.00" | update (folder)<br>- CUST_PIO.BIN<br>- CUST_PIO.md5 | SOC:PIO_WS0<br>2_1.1.00 |

\*1 You can check the last 4 digits of the current SOC version here:





## Updating the firmware on your unit

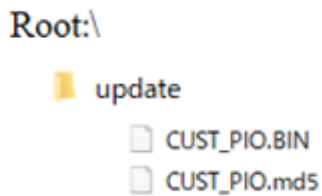
### **IMPORTANT**

|                     |
|---------------------|
| <b>DMH-2000NEX</b>  |
| <b>DMH-W3000NEX</b> |
| <b>DMH-W3050NEX</b> |

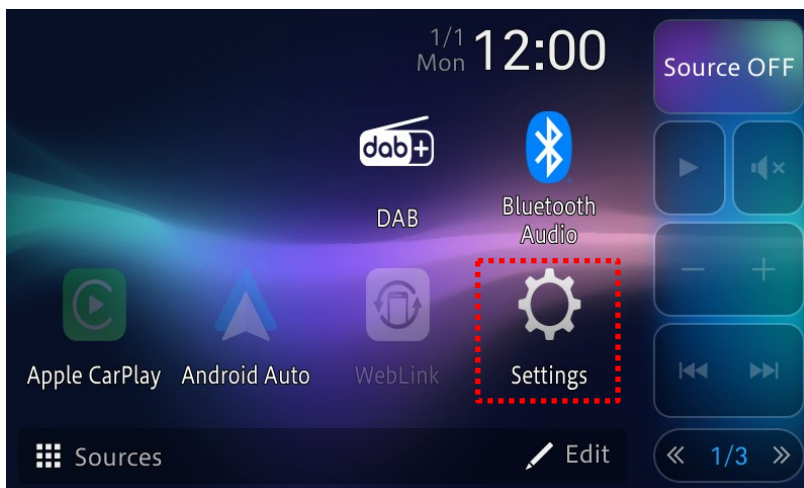
- DO NOT perform this firmware update if the model number of your Pioneer product is anything other than one of the above models.
  - Ensure that the update folder is located within the root (top) folder of your USB storage device. There should be no other files within the USB storage device.
  - While your unit is being updated, DO NOT turn off the system's power and DO NOT touch the unit's touchscreen as this may result in severe damage to your unit.
  - DO NOT remove the USB storage device during the firmware update process.
  - Disconnect any external mobile devices that are currently connected to your unit.
  - A pop sound will occur when connecting to an external amplifier after the "Update succeeded" screen is displayed (see step 10 below); this is not a malfunction.
-

## Procedure:

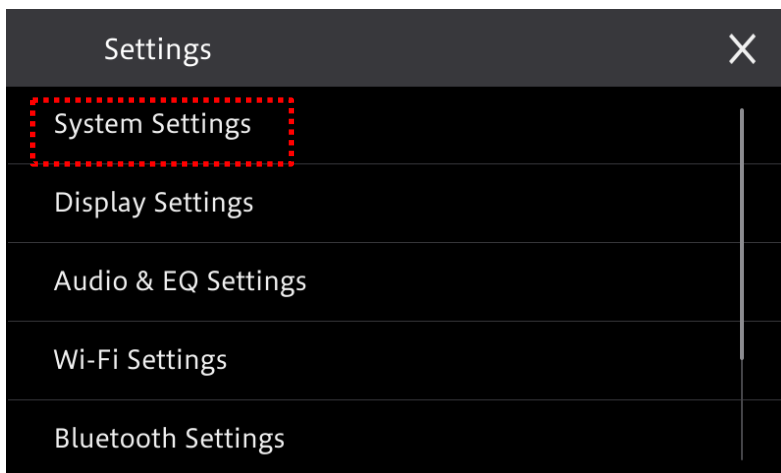
1. Connect a blank (formatted with FAT32) USB storage device to your computer, locate the correct update folder (should include the files CUST\_PIO.BIN & CUST\_PIO.md5) and copy it onto the root (top) folder of USB storage device.



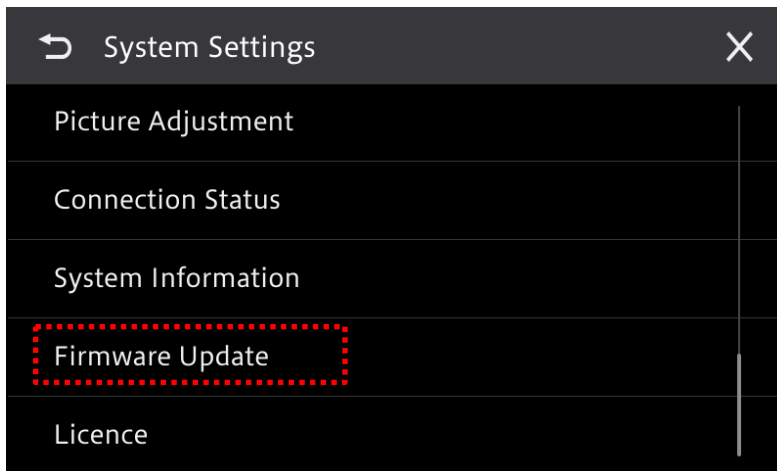
2. Disconnect and remove the USB storage device from the computer and insert it into the receiver's USB port.
3. Touch the following key.



4. Touch [System Settings].

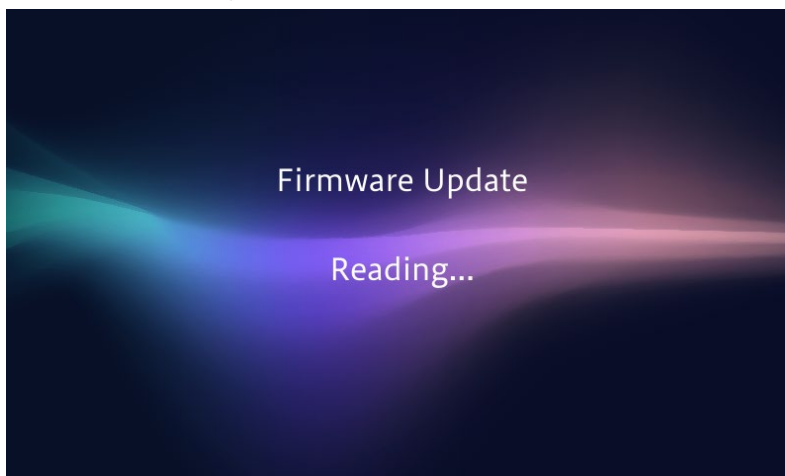


5. Scroll down the list and touch [Firmware Update].

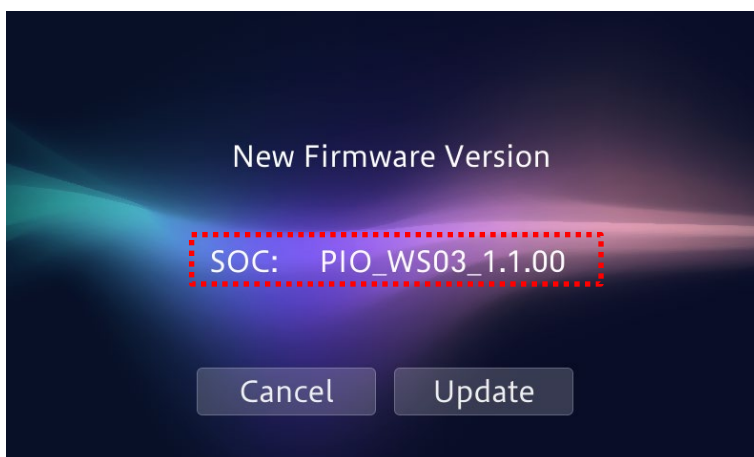


Note: If the [Firmware Update] key cannot be selected, perform step 1 again, confirming that the update file has been downloaded correctly and is located in the USB storage drive's root (top) folder.

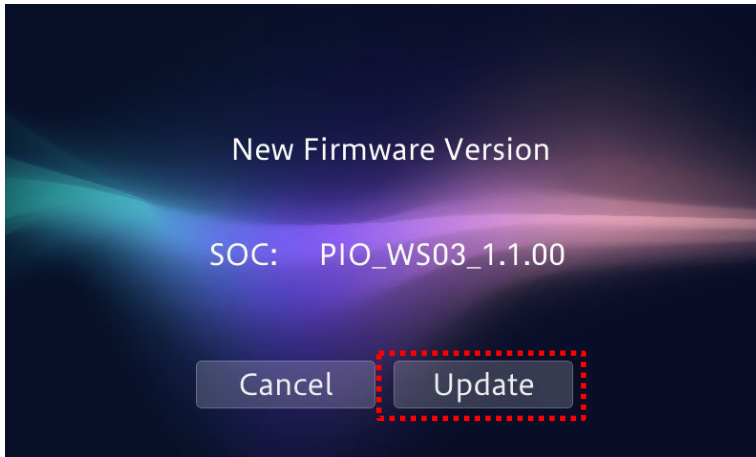
6. Update file reading.



7. New Firmware Version is displayed.

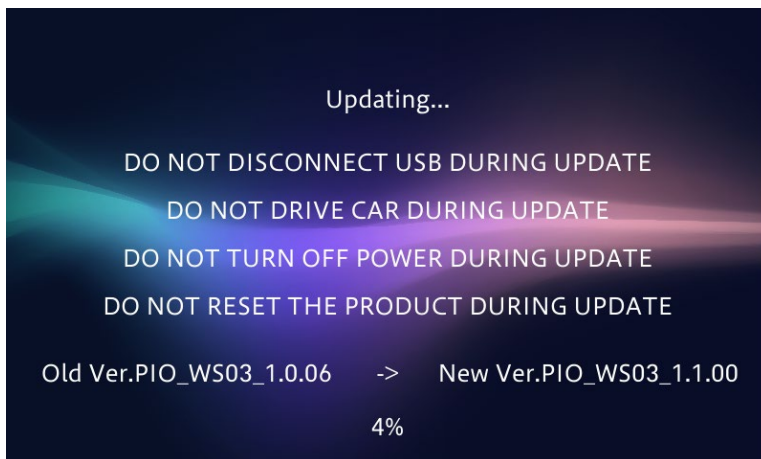


8. Touch [Update].

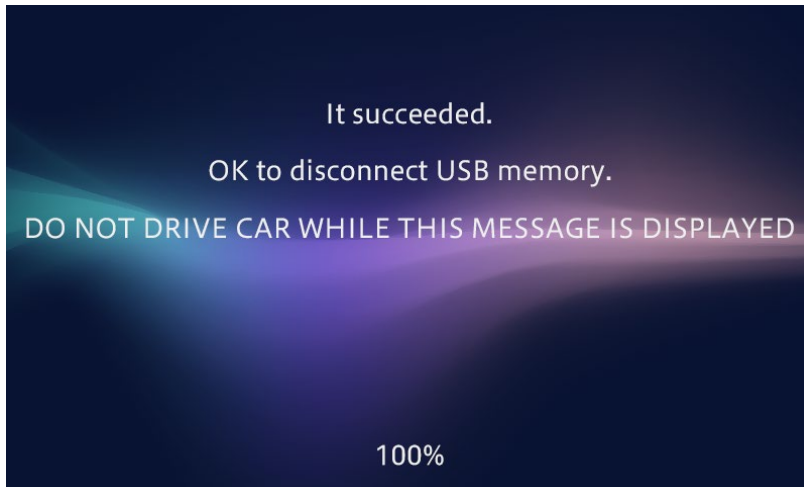


9. The progress is displayed during the updating.

**DO NOT** turn your unit off or eject the USB storage device while the firmware is being updated.



10. Display will show "It succeeded..." when the update is complete.  
Please disconnect the USB storage device.



A pop sound will occur when connecting to an external amplifier after the "Update succeeded" screen is displayed; this is not a malfunction.

11. The product will reboot after the update is finished. Do not touch anything even while the screen is blacked out. After it has finished rebooting, the screen will return to the home menu screen.



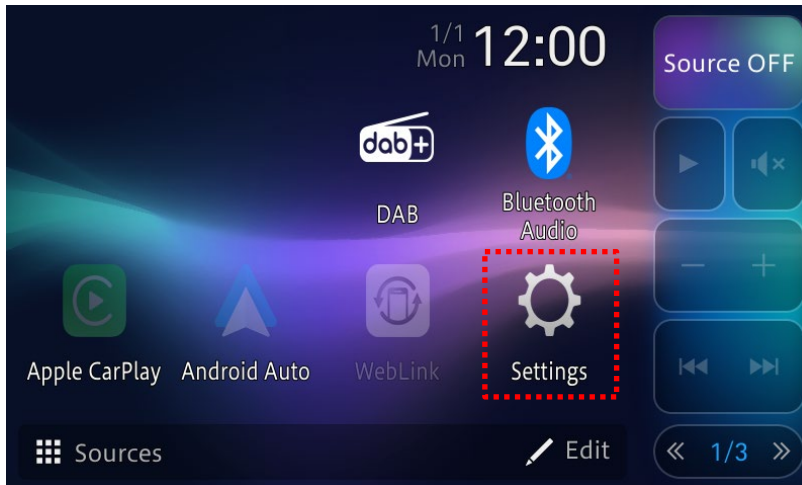
12. The firmware update is now completed. Your Pioneer AV Receiver is now ready for use.

## Confirm that the firmware has been updated

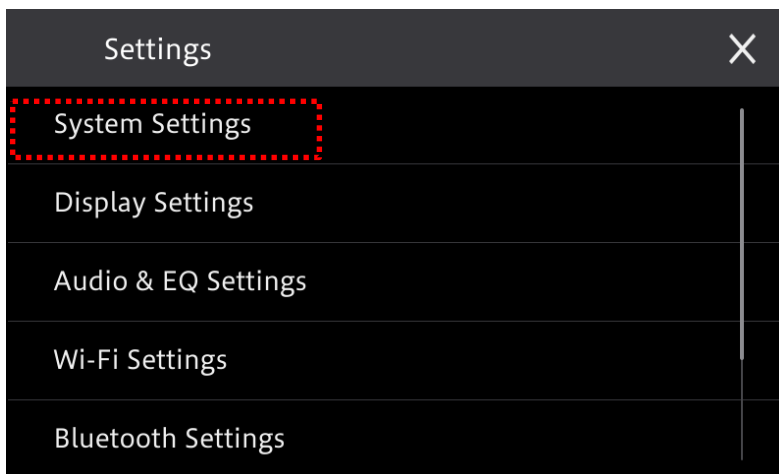
Perform the same procedure for “Checking the firmware version” to confirm that the firmware has been updated.

### Procedure:

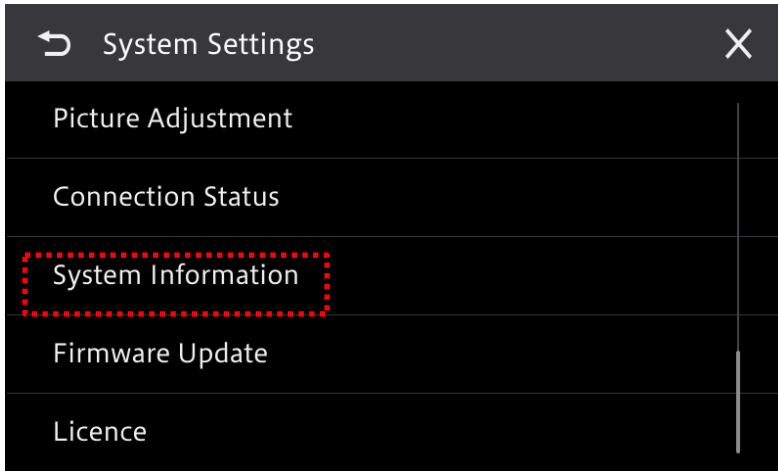
1. Touch the following key.



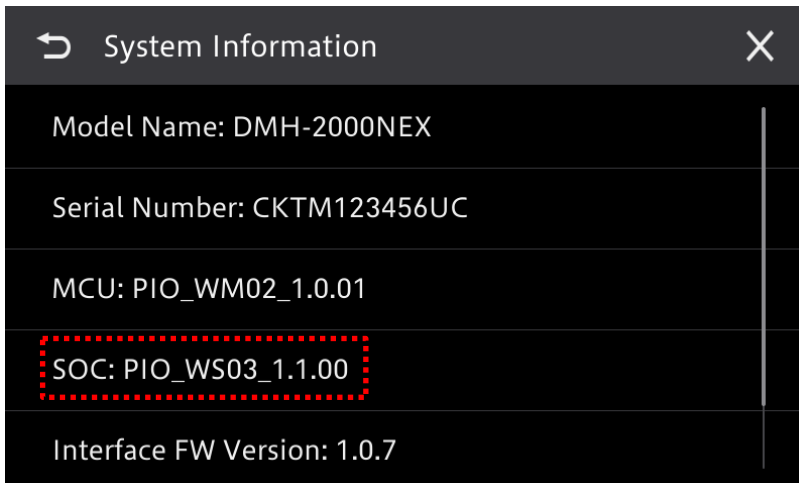
2. Touch [System Settings].



3. Scroll down the list and touch [System Information].



4. Check the firmware updated to new version.



If you have any difficulty performing these instructions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM - 11:30 AM and 12:30 PM - 4:00 PM (Pacific Time), excluding holidays, or online through <https://usa.pioneer/pages/contact>.